

Knowledge Base Article #ETM452, Rev C

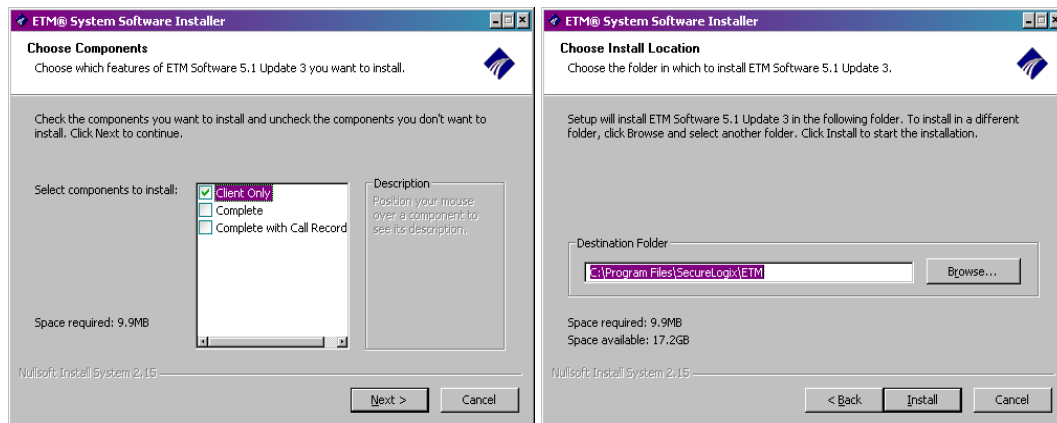
How to Install an ETM[®] System Software Update on Windows

Note: Please contact SecureLogix Customer Support for Software Updates on Solaris

To install an ETM[®] System Software Update

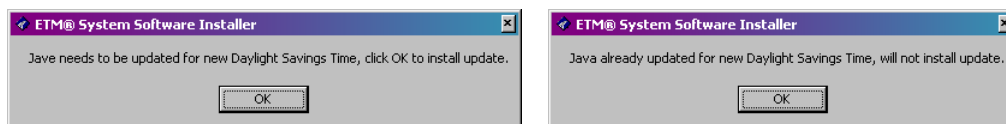
1. Obtain desired ETM System Software Update from <http://www.securelogix.com/support/updates>.
2. Stop the ETM Management Service, ETM Report Service, and ETM System Console.
3. A full ETM System backup should be performed/verified prior to proceeding with the upgrade. Please see the “System Backup and Recovery Guidelines” in the *ETM System Technical Reference* for details.
4. Use the Software Update executable file to select which type of update you want to install and specify the ETM System installation directory. Installation will overwrite any existing files. A list of the files that will be installed can be found in the Release Notes for each update. By default, the ETM System installation directory is at **C:\Program Files\SecureLogix\ETM**.

Note: Upgrade of all remote ETM Clients is not required for all Software Updates but is recommended. If an ETM Client upgrade is required for a specific Software Update, the Release Notes will contain that information.



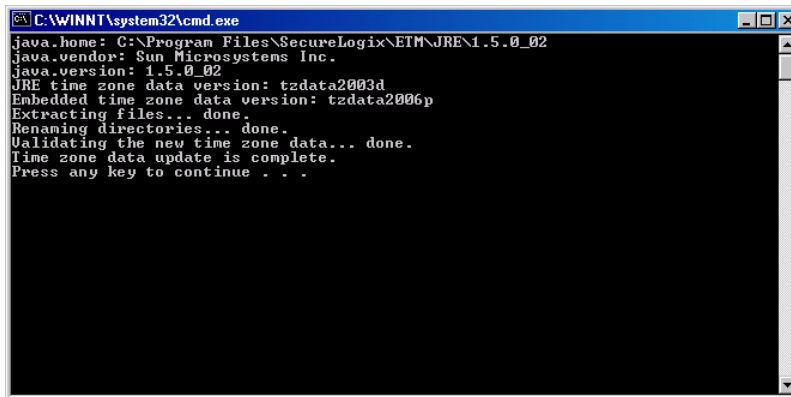
Note: Beginning in version 5.2, there is not a separate installation option for the Call Recording software. The Call Recording update is included in the “Complete” option.

5. After installation, the installer checks to be sure that the JRE that the ETM Software uses has been updated to reflect the changes in Daylight Savings Time that go into effect in the U.S. in 2007. Click **OK** to proceed with the JRE update or to exit the installer (depending on which action needs to be taken).



Note: The JRE update must be run on all ETM client systems as well as all ETM Management Server and ETM Report Server systems.

If the JRE update is run, verify the success of the update in the command window that appears. The same information will be written to the installation directory in the **UpdateLog.txt** file. Press any key to exit the command window.



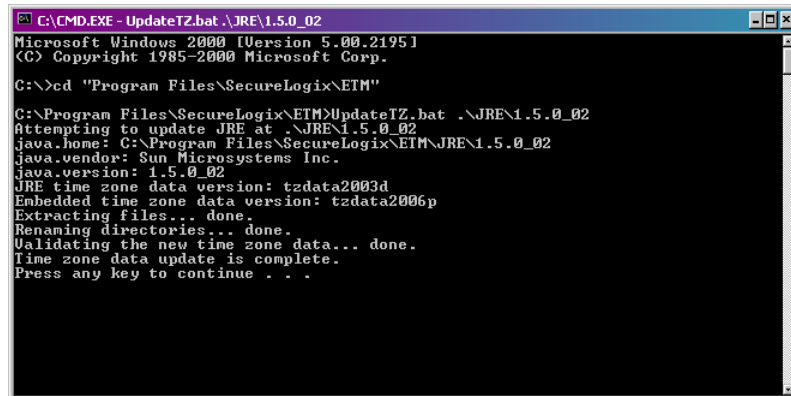
```
C:\WINNT\system32\cmd.exe
java_home: C:\Program Files\SecureLogix\ETM\JRE\1.5.0_02
java.vendor: Sun Microsystems Inc.
java.version: 1.5.0_02
JRE time zone data version: tzdata2003d
Embedded time zone data version: tzdata2006p
Extracting files... done.
Renaming directories... done.
Validating the new time zone data... done.
Time zone data update is complete.
Press any key to continue . . .
```

Special Instructions for Windows 98 systems

To run the JRE update on a Windows 98 system, the **UpdateTZ.bat** file must be run from a command line in the directory where it was installed, specifying the path to the JRE to be updated.

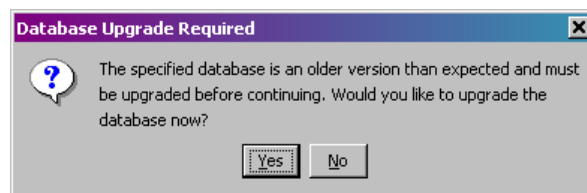
The usage is:

> UpdateTZ.bat <PathToJRE>

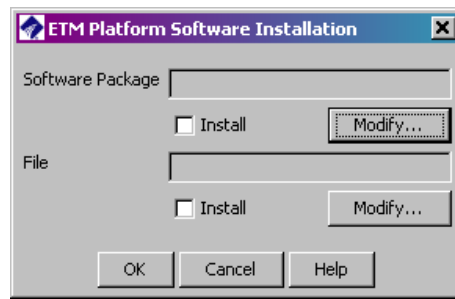


```
C:\CMD.EXE - UpdateTZ.bat \JRE\1.5.0_02
Microsoft Windows 2000 [Version 5.00.2195]
(C) Copyright 1985-2000 Microsoft Corp.
C:\>cd "Program Files\SecureLogix\ETM"
C:\Program Files\SecureLogix\ETM>UpdateTZ.bat .\JRE\1.5.0_02
Attempting to update JRE at .\JRE\1.5.0_02
Java.home: C:\Program Files\SecureLogix\ETM\JRE\1.5.0_02
java.vendor: Sun Microsystems Inc.
java.version: 1.5.0_02
JRE time zone data version: tzdata2003d
Embedded time zone data version: tzdata2006p
Extracting files... done.
Renaming directories... done.
Validating the new time zone data... done.
Time zone data update is complete.
Press any key to continue . . .
```

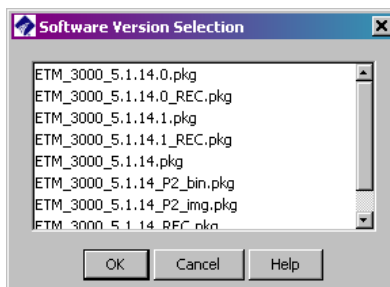
6. After extracting the files to the ETM System installation directory, open the ETM Database Maintenance Tool and connect to the ETM database. If you are prompted to upgrade the database, click **Yes**.
 - To open the Database Maintenance Tool, click **Start Menu | Programs | SecureLogix | ETM System Software | Utilities | ETM Database Maintenance Tool**.



7. After the database upgrade completes (if required), close the Database Maintenance Tool and restart the ETM Management Service and ETM Report Service.
8. If the software update includes new appliance software (*Release Notes for each Software Update will specify if new appliance software is available*), log in to the Server and open the Performance Manager.
9. In the **Platform Configuration** subtree, right-click the Card on which you want to install the software update, then click **Manage Software**. The **ETM Platform Software Installation** dialog box appears.



10. In the **Software Package** area, click **Modify**. The **Software Selection** dialog box appears.



11. Click the appliance software update package, then click **OK**.
12. In the **ETM Platform Software Installation** dialog box, click **OK**.
13. In the **Confirm Changes** message box, click **Yes** to download the software to the Card.
14. Repeat these steps for each Card to be updated.

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U.S. and Foreign Patents Pending.

The ETM System includes: Data Encryption Standard software developed by Eric Young (eay@mincom.oz.au),

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